

APARTMENT/RETIREMENT COMMUNITIES
(Independent and may include buy-in options and assisted living units)

NEWPORT NEWS		
<i>Chesapeake, The</i> 955 Harpersville Road	757-599-6623	Independent/assisted living. Apartment, cottage homes.
<i>Governor's Inn, The</i> 741 Thimble Shoals Blvd.	757-873-1701	Retirement buy-in facility with life care. Planned activities.
<i>Hiddenwood, The</i> 50 Wellesley Drive	757-930-1075	A retirement community with three levels of accommodations, Independent, Assisted, and Skilled Nursing. Monthly prices vary depending on floor plan and level of care.
<i>Lexington Commons</i> 14534 Old Courthouse Way	757-989-5108	Independent living senior community. Reasonably priced. Transportation to shopping, planned activities. One and two bedrooms.
<i>Mennowood Retirement Community</i> 13030 Warwick Blvd.	757-269-0355	Independent & assisted living.
<i>Warwick Forest</i> 866 Denbigh Blvd.	757-886-2000	Independent plus the advantage of multi-levels of assisted living care. Spacious apartments. Cottages. Planned activities, transportation. Entrance fee.
HAMPTON		
<i>Devonshire, The</i> 2220 Executive Drive	757-827-7100	A retirement community with three levels of accommodations, Independent with full size apartments, Assisted, and Skilled Nursing. Monthly prices vary depending on floor plan and level of care.
<i>Langley Square</i> 130 Doolittle Road	757-722-4894	Independent Living.
<i>Seton Manor</i> 215 Marcella Rd.	757-827-6512	A caring retirement community for ages 62 and over and disabled. Rent is 30% of adjusted gross income. Planned activities, and transportation coordinated through PAA. Generally 6-8 month waiting period.
<i>Shelton On the Bay</i> 1300 N. Mallory St.	757-723-6669	Intermediate Care. Must be able to perform basic activities of daily living. Planned activities. Private and non-private bedrooms. \$827 up.
WILLIAMSBURG		
<i>Brandon House at Chambrel</i> 3800 Treyburn Drive	757-220-1839	A retirement community with independent/assisted living. Private apartments, 24-hour private licensed staff, 3 meals prepared daily, planned activities, housecleaning & personal laundry. \$1757 up. www.chambrel.com

<i>Patriots Colony At Williamsburg</i> 6000 Patriots Colony Drive	757-220-9000	Premier lifecare retirement community for retired officers of the seven uniformed services, their spouses or widowers, and retired employees of federal government agencies. www.patriotscolony.com
<i>Williamsburg Landing</i> 5700 Williamsburg Landing	757-253-0303	Upscale buy-in retirement community w/guarded gate entrance. Varied amenities and activities.
GLOUCESTER		
<i>Sanders Common Ltd.</i> 7385 Walker Avenue	804-693-2000	Independent Living

LOW INCOME HOUSING

Local Redevelopment and Housing Authorities offer subsidized housing for the elderly. Some have apartment communities specifically designed for seniors and the disabled. There is generally a waiting list.

Newport News Redevelopment & Housing Authority 227 27 th Street	757-247-9701	Rent based on income.
Pinecroft 75 Wellesley Drive	757-930-0433	One bedroom apartments for elderly and handicap. Located in the Hidenwood area off Warwick Blvd.
Great Oak One Great Oak Circle	757-599-0395	One bedroom apartments for elderly and handicap. Located off Thimble Shoals Blvd.
Phoenix Village Charles St.	757-599-0395	Young adult handicapped community off Warwick Blvd. near Ft. Eustis.
Spratley House 651 25 th Street	757-245-2943	High rise, 50-apartment complex located downtown.
Hampton Redevelopment & Housing Authority 19 E. Mellen St.	757-727-6338	Rent based on income.
Langley Village 100 Langley Avenue	757-727-1106	Located off North King St.
Berkeley Village Managed By George's Realty	757-826-5175	Located in the Langley area. Section 8 housing for the elderly.
York County Housing Assistance 224 Ballard Street	757-890-3885	Rent based on income
Williamsburg Housing Authority 412 N. Boundary St. The Blayton Building 613 Scotland St.	757-229-9332	Rent based on income. Housing for the elderly and disable. 38 units located in colonial Williamsburg.

WHAT IS ASSISTED LIVING?

Assisted living is a combination of housing, personalized supportive services, and health care designed to respond to the individual needs of those who require help with activities of daily living.

Assisted living care promotes maximum independence and dignity and may also be called residential care facilities, homes for adults, personal care homes, congregate living facilities or retirement homes.

Assisted living residences generally provide more health-related services than an independent living retirement home. They offer a less expensive, more residential approach to delivering many of the same services available in a skilled nursing facility, by forming alliances on an as needed basis with home health agencies and other outside professionals. Services in assisted living usually include

- ◆ Three meals a served in a common dining area
- ◆ Housekeeping services
- ◆ Transportation
- ◆ Assistance with activities of daily living-eating, bathing, dressing, and mobility
- ◆ Access to health and medical services
- ◆ 24-hour security and staff availability
- ◆ Emergency call systems for each residents unit
- ◆ Health promotion and exercise programs
- ◆ Medication management
- ◆ Personal laundry services
- ◆ Social and recreational activities

Costs vary with the residence, unit size, and the types of services needed by the residents and daily basic fees can vary from \$15-\$200. The basic rate may cover all services or there may be additional charges for special services. Most assisted living residences charge month-to-month rates, but a few residences require long term arrangements. Some assisted living provider's request security deposits or other types of entry fees. Residents or their families generally pay the cost of care from their own financial resources. Depending on the nature of an individual's health insurance program or long-term care insurance policy, some costs may be reimbursable. In addition, some residences have their own financial assistance programs. Some state and local governments offer subsidies for rent or services for income eligible elders. Others may provide subsidies in the form of an additional payment for those who receive Supplemental Security Income (SSI) or Medicaid.

For additional information on Assisted Living you can contact the:

Assisted Living Federation of America
10300 Eaton Place, Suite 400
Fairfax, VA 22030
703-691-8100

ASSISTED LIVING FACILITIES/ADULT HOMES

NEWPORT NEWS		
<i>Because We Care</i> 9712 Jefferson Ave.	757-591-0002	41 Bed Semi-private, Meals, laundry, daily activities.
<i>Caring & Sharing Home For Adults</i> 6008 Jefferson Ave.	757-245-0902	46 Bed Semi-private, Meals, snacks, assist in coordinating transportation laundry & housekeeping. Daily activities
<i>Cote de Neige</i> 13635 Warwick Blvd.	757-877-6406	Ranch style home with semi-private rooms for 11 residents. 24-hr. supervision. Meals, transportation coordination, independence encouraged.
<i>Heart and Soul Home for Adults I</i> 1147 27 th St. Bobbie Bradley-Owner	757-245-0011	6-Bed facility in residential neighborhood. Specialize in mentally retarded. 24-hr. nursing staff, activities, transportation, outings, meals, snacks.
<i>Heart and Soul Home for Adults II</i> 1021 24 th St. Bobbie Bradley-Owner	757-245-0104	9-Bed facility in residential neighborhood. Specialize in mentally retarded. 24-hr. nursing staff, activities, transportation, outings, meals, snacks.
<i>Hilton Plaza Inc.</i> 311 Main St.	757-596-6010	71-Bed private/semi-private two-story facility. Medication management, meals, snacks, arrange transportation, laundry, activities. In business since 1987.
<i>House of Faith</i> 3011 Madison St.	757-245-3788	7-Bed private/semi-private rms. in residential neighborhood. 24-hr. staff, medication management, meals, housekeeping, laundry.
<i>Hunthaven Elderly Home for Adults</i> 5500 Roanoke Ave. (Licensed Christian Home)	757-244-3888	5-Bed facility in residential neighborhood. Must be ambulatory. Meals, laundry, housekeeping, 24-hr. supervision, transportation arranged.
<i>Manorhouse</i> 655 Denbigh Blvd.	757-890-0905	24-hr. personal assisted living care. Short term respite care. Pavilion for memory impaired. Rent & utilities, transportation, housekeeping, laundry, meals. Planned activities
<i>Open Arms Adult Home</i> 918 27 th St.	757-247-0063	5-Bed private/semi-private in residential neighborhood, laundry, medication management, assists w/ doctors appts., activities.
<i>Our House Home for Adults</i> 614 32 nd St.	757-244-3649	10-Bed. Residents must be independently mobile or semi-mobile.

HAMPTON		
<i>Eden Pines</i> 1034 Topping Lane	757-826-5415	Assisted Living
<i>Mallory Woods</i> 40 Hunt Club Blvd.	757-827-0000	51 units. Housekeeping, laundry, meals, snacks, beauty salon, barber, month to month lease agreements, private & semi-private rooms. Planned activities. \$1200 & up.
<i>Mayfair House</i> 1030 Topping Lane	757-826-3728	Assisted Living
<i>Rest Haven Home for Adults</i> 1224 Quash St.	757-722-7772	16-Bed semi-private rooms. Meals, laundry, transportation, activities. Residential neighborhood.
WILLIAMSBURG		
<i>Dominion Village</i> <i>4132 Longhill Road</i>	757-258-3444	Planned activities, 24-hour trained staff. Three meals daily scheduled transportation, housekeeping and personal laundry service. Also offers adult day care. \$1495 up.
<i>Manorhouse Assisted Living</i> 440 McLaws Circle www.manor-house.com	757-221-0018	State of the art living comm. With multi-level care which includes independent. Housekeeping, laundry meals, activities. From \$1795 up.
<i>Patriot's Colony Assisted Living, The Berkley</i> 6000 Patriots Colony Dr.	757-220-9000	"Private apartments, 24-hour supervision, all meals, medication administration, housekeeping, transportation, extensive activities and exercise programs to choose from. Multilevel care including <i>Springhouse</i> for those with dementia. Select rental or entrance fee option. www.patriotscolony.com
<i>Woodhaven @ Williamsburg Landing</i> 5500 Williamsburg Landing Dr.	757-253-8801	Located in the Williamsburg Landing retirement community. Varied levels of care and activities. www.williamsburglanding.baweb.com
GLOUCESTER		
<i>Cary Ave. Adult Home</i> 7336 Cary Ave.	804-693-7035	33-Bed semi-private. Medication management, 24-hr staff, meals, laundry, transportation, snacks, planned activities, outings. New section opening in 2001 w/27 additional beds. Also have some residential apartments.
<i>Gloucester House</i> 7657 Meredith Drive	804-693-3116	Planned activities, 24-hour trained staff. Three meals daily, scheduled transportation, housekeeping and personal laundry service. Monthly rent for private room-\$2666up. Semi-private-\$1982 up. 48-Beds.
POQUOSON		
<i>Dominion Village</i> 531 Wythe Creek Road	757-868-0335	48-Bed. Residents can be independently mobile, semi-mobile, or non-ambulatory.

NURSING HOMES

A nursing home is designed for people who need less care than provided by a hospital, but for whom adequate services are not reasonably available at home or in the community. It is designed for those needing long-term nursing or convalescent care due to prolonged illness or injury.

Nursing homes are licensed by the State Department of Health and are staffed and equipped to assist each resident to achieve and maintain the highest level of self-care and independence possible. General housing care includes assistance with bathing, dressing, eating and preparation of special diets, administration of medicines, application of surgical dressings and bandages, and the administration of care and treatments prescribed by a physician.

SELECTING A NURSING HOME

When faced with the possibility that you, or someone you care about, might require nursing home care, the best advice is this: PLAN. And don't do it alone.

Determine, along with the physician, the level of care needed.

Telephone each home and ask questions and ask for a tour of the facility.

Be sure that the home is certified to participate in the Medicare or Medicaid programs.

What are the admission requirements?

Is there a waiting list?

On your tour of the facility: How does the physical condition of the home look? Is it clean, well maintained and free from odors?

How concerned and caring is the staff toward residents?

Are residents dressed and out of bed if their medical condition permits them to be? Do they appear content and well cared for? Are they involved in activities?

Talk to residents and their families. Ask them about the care the facility provides.

Trust your instincts, your "sixth sense". How do you feel about the place?

At the point of making a choice: Review the admission contract carefully. Understand how much money you must pay each day or month to live at the home, and that you also understand the cost of things not included in basic monthly or daily rate.

NURSING HOMES /CONVALESCENT CENTERS

NEWPORT NEWS	
<i>James River Convalescent Center</i> 540 Aberthaw Avenue A 195-bed facility providing skilled care.	757-595-2273
<i>Newport, The</i> 11141 Warwick Blvd. A 49 bed facility.	757-595-3733
<i>Riverside Convalescent Center</i> 1000 Old Denbigh Blvd.	757-875-2000
<i>St. Francis Nursing Center</i> (Associated w/Mary Immaculate Hospital) 4 Ridgewood Parkway	757-886-6500
HAMPTON	
<i>Coliseum Park Nursing Home</i> 305 Marcella Rd.	757-827-8953
<i>Northampton Convalescent Center</i> 1028 Topping Lane A 50 bed facility.	757-826-4922
<i>Sentara Nursing Center</i> 2230 Executive Drive	757-826-3100
<i>Riverside Convalescent Center</i> 414 Algonquin Road	757-722-9881
YORK COUNTY	
<i>Regency Healthcare Center</i> 112 North Constitution Drive	757-890-0675
<i>York Convalescent Center</i> 113 Battle Road A 60 bed facility.	757-898-1491
POQUOSON	
<i>Bayside Convalescent Center</i> 1 Vantage Drive	757-868-9960
WILLIAMSBURG	
<i>Patriots Colony Convalescent Center</i> 6000 Patriots Colony Dr. 60-bed -Private pay. www.patriotscolony.com	757-220-9000
<i>Woodhaven Hall at Williamsburg Landing</i> 5500 Williamsburg Landing Drive	757-253-8801
GLOUCESTER	
<i>Walter Reed Convalescent Center</i> 7602 Meredith Drive A 161-bed facility providing skilled care.	804-693-6503

HOME HEALTH AGENCIES

(Call agency for more detailed information on range of services provided)

NEWPORT NEWS		
<i>Advantage Care</i> 751 Thimble Shoals Blvd.	757-873-0303	Home health aide, skilled nursing care, and companions.
<i>Beacon Health Care Services Inc.</i> 710 Denbigh Blvd. Bldg. 7 Suite A	757-833-0430	Home health, case management, private duty skilled nursing, staff relief
<i>Eure Staffing & Home Care</i> 4034 George Washington Mem. Hwy.	757-886-0041	Private duty in home nurses.
<i>Family Centered Resources Inc.</i> 11847 Canon Blvd. Suite 12	757-596-3941	Day & live-in companions, , home health aids, RN/LPN/ visits and supervisors, transportation.
<i>Interim Health Care</i> 827 Diligence Drive	757-873-3313	24 hour home health care, nurses aids, live-ins, RN/LPN's, therapists,
<i>Mayfair Home Care Services</i> 728 Blue Crab Rd. Suite B	757-595-0675	In home intermittent part-time care, skilled care RN/LPN, physical, occupational and speech therapy, social work, in home health aids.
<i>Open Hands Home Caregivers</i> 1208 Emma Dr.	757-826-8322	In home care for the elderly, Alzheimer's and special needs patients, CNA's, companion care.
<i>Personal Touch Home Care</i> 732 Thimble Shoals Blvd.	757-595-8005	Bed & bath or complete home care, companion services, professional therapy services.
<i>Professional Therapy Services Inc.</i> 1405 Kiln Creek Pkwy.	757-890-3103	Complete at home assessments and physical therapy.
<i>Riverside Home Health</i> 11833 Canon Blvd. Suite 120	757-594-5600	Skilled nursing, health management, therapy services, nursing assistants, home health.
<i>Soleus Healthcare Services</i> 702-B Middle Ground Blvd. www.medshares.com	757-873-4101	Skilled nursing, home health aides, social workers, physical, occupational & speech therapists.
<i>Tama Home Health Care Services</i> 600 Thimble Shoals Blvd.	757-873-3315	Free initial assessment. Companions, home health aids, homemakers, RN's/LPN's who provide meal preparation & feeding, personal grooming, errands, light to heavy housekeeping, assist with exercise, administer medications, injections, change dressings.
HAMPTON		
<i>Gentiva Health Services</i> 2115 Executive Drive	757-827-0329	Home health aides, physical, occupational and speech therapy, nurses, infusion care.
<i>Home Helpers</i> 2111 Hartford Rd.	757-825-5760	Companions, shopping, errand services, transportation to doctors, light housework.

<i>Kelly Assisted Living Services</i> 2101 Executive Drive	757-827-1221	In home assistance cooking, bathing, dressing, light housekeeping and laundry, medication reminders, driving to and from doctors, long term illness care. A couple of hrs. per day or up to 24 hrs.
<i>Tender Care Home Care Inc.</i> 2019 Cunningham Drive	757-838-3378	24-hour nurses, RN/LPN, aides, companions, therapy services
WILLIAMSBURG		
<i>Brookside Home Health Care</i> 1309 Jamestown Rd.	757-253-2536	Skilled nursing, home health aides, rehabilitative services in physical, occupational and speech therapy, medical social work.
<i>Hand “N” Heart</i> 416 McLaws Circle	757-898-4010	Personal in home care, companions, respite, skilled nursing, personal care, housekeeping, meals, initial assessment fee.
<i>Williamsburg Community Hospital Home Care</i> 1100 Professional Drive	757-259-6251	Skilled nursing, health aides, physical and occupational therapists

MISCELLANEOUS MEDICAL INFO		
<i>Patient Advocate Foundation</i>	757-873-6668	National , non-profit organization that serves as a liaison between patient and their insurer, employer and/or creditors to resolve , insurance, job discrimination, and/or debt crisis matters relative to their diagnosis through case managers and attorneys.

CHOOSING HOME HEALTH CARE SERVICES

When you need health care services, you want the best. Following are key questions to ask when choosing a provider of home care.

Comprehensive Services

1. Do the services include coordination of medical equipment/supplies and community resources?
2. Does the staff include RN's, LPN's, home health aides, homemakers, live-in companions, physical, occupational and speech therapists, and medical social workers?
3. Does the agency have special programs, such as geriatric care, cardiac rehab, hi-tech nursing, and psychiatric support?
4. Are hospice services available for the terminally ill?
5. Is respite care offered to relieve caregivers?

Quality of Care

1. Does the agency hold Medicare and Medicaid certification?
2. Are written physician orders required with updates at least every 60 days?
3. Is a plan of care written by a LPN with the help of patient and family?
4. Is there case management and supervision by a RN of all caregivers?
5. Is there a local physician Medical Director to review patient care, consult and see that professional standards are met?
6. Is the agency a member of the National Association for Home Care and does it obtain evaluations of service from patients?
7. Is there a Patient Bill of Rights and Grievance Policy?

Staff Selection and Training

1. Are clinical staff applicants tested on job knowledge and skills before hiring?
2. Are staff skills and experience matched to clients "specific needs"? Is the number of caregivers limited to assure continuity?
3. Are there on-going professional education and training programs?
4. Is staff trained in CPR and other emergency procedures?
5. Are there training programs for intravenous therapy administration, ventilator care, chemotherapy and hospice care?

Cost, Location & Convenience

1. Are agency offices accessible, with local staff and supervision?
2. Does a RN assess home health needs at no charge?
3. Are fees competitive? Does the agency inform clients of all charges?
4. Is a sliding fee scale based on income available when insurance does not cover costs?
5. Are agency staff on call 24 hours/day, 7days/week?
6. Does the agency act as a client advocate, verify insurance and submit claims?

Reputation

1. Is there a local management team of experience health care professionals?
2. Are there letters of recommendation from physicians and clients?
3. Does the agency work with area colleges/universities in education and research?

If the answer to most of these questions is yes, you probably have selected a high quality provider of home health care. It is important that you ask questions to find out which home care agency near you is most capable of dealing with your specific needs.

Certified Nursing Assistant Training Programs

Riverside Convalescent Center-875-2051 Edna Garcia (Scholarship Program available)

Patriots Colony in Williamsburg-220-9000 Sandy Wagner

HEALTH DEPARTMENTS

Provides medical educational materials, counseling, environmental protection, food handler's classes, immunizations for childhood diseases, WIC vouchers for pregnant mothers, venereal disease treatment and follow up, health clinics and public health nursing.

<i>Hampton</i>	757-727-1172
<i>Newport News</i>	757-594-7414
<i>Williamsburg</i>	757-253-4740
<i>York County</i> (Served by The Peninsula Health District)	757-594-7414

HOSPITALS

<i>Mary Immaculate Hospital</i> 2 Bernardine Drive	757-886-6000-Newport News
<i>Riverside Regional Medical Center</i> 500 J. Clyde Morris Blvd.	757-594-2000-Newport News
<i>Sentara Hampton General Hospital</i> 3120 Victoria Blvd. Hampton	757-727-7000
<i>Williamsburg Community Hospital</i> 301 Monticello Ave.	757-259-6000

MEDICAL CLINICS

<i>Free Family Health Care in Lackey</i> 1950 Old Williamsburg Rd.	757-890-3883	Volunteer operated by Dr. James Shaw in the Charles Brown Park Center. Walk ins Mondays-9-11 a.m. and Thursday-6-8 p.m.
<i>Peninsula Health Department</i> 416 J. Clyde Morris Blvd.	757-594-7305 Newport News	Serves Newport News, Poquoson, Williamsburg, York and James City County. Mobile unit in York County monthly Call for locations.
<i>Old Towne Medical Center</i> 5249 Old Towne Rd.	757-259-3258 Williamsburg	Sliding scale fee, mobile unit
<i>Peninsula Institute for Community Health (PICH)</i> 4714 Marshall Avenue and 15425-H Warwick Blvd.	Newport News 757-380-8709 757-874-8400	Discounted Fees based on Income

MENTAL HEALTH

Colonial Services Board 1657 Merrimac Trail	757-220-3200	Provide outpatient services, crisis intervention, case management, & counseling. Fee based on ability to pay.
3804 George Wash. Mem. Hwy. Grafton	757-898-7926	
Eastern State Hospital 4601 Ironbound Road Williamsburg	757-253-5161	State mental facility, which has a geriatric division.
Peninsula Behavioral Center 2244 Executive Drive Hampton	757-827-1001	Inpatient & day treatment programs, for children and adults
Hampton/Newport News Community Services Board	757-873-9347	Mental rehab. Case management, psychological testing, day support

MEDICAL EQUIPMENT & SUPPLIES

ABC Health Care 2751 Build America Dr.	757-826-2600 Hampton	
Burlington Medical Supplies 3 Elmhurst St.	757-888-8994-Newport News	
Medical Emporium 2165 Cunningham Drive	757-826-6760-Hampton	Sales, service, rentals, ostomy/urological, wheelchairs, walk aids, beds, personal care items, custom insoles/shoes, bathrooms safety, surgical stockings, mastectomy
Mobility Products & Services	757-484-5535	Wheelchair lifts, elevators, scooters, canes, safety aides, beds, respiratory therapy
Paradapt Equipment Services Inc. 1927 Pembroke Ave.	757-722-7700-Hampton	Sales, rentals, repairs, beds, wheelchairs, walkers scooters, bathroom safety equipment
Riverside Home Care Center 658 J. Clyde Morris Blvd. 2169 Cunningham Dr.	757-594-2958-Newport News 757-594-3400-Hampton	Beds, wheelchairs & walk aids, medical supplies, incontinence, prosthesis forms, respiratory & oxygen services
Roberts Home Medical 2515 Build America Dr.	757-827-0110-Hampton	
Sentara Home Care Services	757-380-9128	
Sick Loan Shelf	757-244-3429-Ida Fenigsohn	Can borrow items such as a bed, wheel chairs, crutches, walkers, canes etc. up to six months at no charge.

<i>Tidewater Medical Sales</i>	757-599-3269-Newport News	
<i>VA Almeda Import & Export Inc.</i> 732 Fairland Ave.	757-723-3885-Hampton	
<i>VA Home Medical</i> 11842 Canon Blvd.	757-873-1700-Newport News 757-220-8600-Williamsburg	

ADULT DAY CARE

<i>Riverside Adult Day Care</i> 1010 Old Denbigh Blvd. Newport News	757-875-2033	Therapeutic recreation, socialization, health and nutrition monitoring. Supervision and assistance with activities of daily living.
3435 John Tyler Highway, Bldg. B-1 Williamsburg	757-565-5305	
<i>Sunrise House</i> 1310 Todds Ln.	757-896-0800	Monday-Friday 7 a.m.-6 p.m. Personal care, activities, morning & afternoon snack, hot lunch, hourly & daily rates from \$9 an hour.

RESPIRE AND HOUSEKEEPING SERVICES

<i>Colonial Services Board</i>	757-220-3200	Support for family Caregivers
<i>Peninsula Agency on Aging</i>	757-873-0541	Relief for caregivers and information on housekeeping.
<i>Partners Plus</i>	757-220-1168	Recruit caregivers for families with children with disabilities

NUTRITIONAL HELP

<i>Cooperative Extension</i>	757-890-4940	Nutrition Education
<i>Meals on Wheels</i>	757-873-0541	Meals packaged and delivered M-F for disable and elderly through the PAA.
<i>PAA-Group Dining Locations</i> <i>Senior Center of York Co.</i> 5328 George Wash. Mem. Hwy	757- 890-3505 Tue-Wed-Fri	Healthy noonday meal sponsored by PAA. Call for registration and more information.
<i>Historic Triangle Senior Center</i> 5301 Longhill Road	Wed-Thur-Fri	
<i>SHARE (Self Help & Resource Exchange)</i>	800-253-7842	Pay money towards groceries purchased wholesale and do 2-hours community service per package purchased.

SOCIAL SERVICES

Provide financial assistance, food stamps, clothing assistance, and referral for job training, and counseling.

York County	757-890-3787
Newport News	757-926-6300
Hampton	757-727-1800
Williamsburg	757-220-6161

TRANSPORTATION

<i>Colonial Transit</i>	757-566-1966	An affiliate of Hand “n Heart Home Health in Williamsburg-Private pay. Ambulatory and wheelchair rates. Call for rate.
<i>Commonwealth</i>	757-244-9441	Medical insurance claims and medicaid. Private pay at discretion of owner.
<i>DynTech</i>	866-396-8277	Non-Emergency medical transportation for medicaid and Children’s Medical Security Insurance Program only. Must call 48 hours prior to needing a ride.
<i>First Transportation</i>	757-875-1055	Medicaid and HMO claims-to and from medical appointments.
<i>Golden Care Plus</i>	757-594-3500	Through Riverside RMC, free membership to age 65 & up-for medical appointments.
<i>Handi-Ride</i>	757-722-3333	Through PENTRAN
<i>Historic Triangle Handi-Vans</i>	1-800-296-0857	Medical/non medical needs. 24-hr. door to door service
<i>Historic Triangle Senior Center</i>	757-259-4182	Medical escort for Williamsburg, James City County and upper York County senior citizens. Donations.
<i>James City County Handi-Vans</i>	757-259-4093	
<i>Mar-Mac PSI</i>	804-694-8148	Special transportation in Gloucester
<i>PAA</i>	757-873-0541	Medical appointments.
<i>Disabled American Veterans</i>	757-728-3148	Transportation Program to VA Hospitals for veterans. Sarah Costa

ADULT PROTECTIVE SERVICES

(To Report Elder Abuse)

<i>Hampton</i>	757-727-1996
<i>James City County</i>	800-552-3431
<i>Newport News</i>	757-926-6329
<i>Poquoson</i>	757-890-3930
<i>Williamsburg</i>	757-220-6161
<i>York County</i>	757-890-3988

ELDER ABUSE

What is Elder Abuse?

Elder abuse is the mistreatment, neglect or exploitation of an elderly person, usually by a relative or caregiver.

Elder Abuse May Include:

- ☐ Physical violence
- ☐ Threats of assault
- ☐ Verbal abuse
- ☐ Financial exploitation
- ☐ Emotional abuse
- ☐ Neglect
- ☐ Violation of an elderly person's rights
- ☐ Self neglect

Why Should I know about Elder Abuse?

Elder abuse happens with alarming frequency. Each of us has the potential for living in a setting that puts us at risk of being mistreated, neglected, abused or for becoming an abuser.

No one wants to believe that adult children abuse their parents or other elderly relatives or that other caregivers abuse elderly people.

Elder abuse may go unreported because many victims are ashamed, afraid or unable to report abuse.

Typical Victims of Abuse

- ☐ Typical victims live with a family member and depend on relatives for daily care
- ☐ Others live alone and are unable to care for themselves or their affairs
- ☐ More women than men are abused
- ☐ Victims depend on the abuser for basic needs in the home or in the long-term care facility.
- ☐ Emotional problems between an elder, relative or caregiver may lead to abuse
- ☐ Victims are often over 75
- ☐ Victims may not be allowed to go outside or have visitors
- ☐ Victims may have one or more disabilities, including mental impairment

Typical Elder Abusers

- ❑ Are usually a family member who acts in a caregiving role
- ❑ Often do not understand the care needs of the elder
- ❑ May misuse drugs or alcohol
- ❑ May have a history of mental problems
- ❑ May depend upon the victim for money or shelter
- ❑ May have a history of spouse or child abuse
- ❑ May be unable to care for an aging person due to employment, poor health or advanced age
- ❑ May have stress problems other than the caregiving role (financial difficulty, unemployment, marital problems)

How are Elders Abused?

For all too many elders, violence by a family member is a cruel and constant part of daily life. Abuse may take the form of:

- ❑ Physical abuse---Beating, slapping, kicking, welts, sprains, burns, bruises, dislocations or broken bones, Any abusive act leading to injury or death
- ❑ Financial exploitation---Mismanaging money, stealing property, savings, credit cards or checks. Transferring assets such as stocks, bonds, or home. Pressure to sign legal documents.
- ❑ Violation of rights---Confining an elder unreasonably and against their will, forcing an elder out of the home or controlling his/her behavior
- ❑ Neglect---Failure to give food, medicine or personal care
- ❑ Psychological abuse---Verbal harassment, threats, isolation or withholding companionship

Signs of Abuse

- ❑ Social isolation
- ❑ Signs of physical restraint
- ❑ Inability to talk with older person in absence of caregiver
- ❑ Vague health complaints
- ❑ Non-treatment of medical problems
- ❑ Over Sedation
- ❑ Presence of bed sores

Signs of Self-Neglect

- ❑ Change in reasoning ability
- ❑ Abuse of alcohol or drugs
- ❑ Decline in cleanliness of self and home
- ❑ Remaining in unsafe living environment
- ❑ Confusion or forgetfulness

There are many other signs and symptoms, and not all those listed by themselves indicate abuse, neglect or mistreatment. But if any seem to increase in frequency or severity, it may indicate a problem.

What Can You Do To Stop Elder Abuse?

Caregivers

- ❑ Talk out problems if you have a conflict with an elderly relative

- ❑ Plan free time for you to do something you enjoy
- ❑ Seek help from other family members or friends when you need respite or help
- ❑ Contact organizations such as Social Services or Peninsula Agency on Aging that are set up to help the elderly
- ❑ Join a support group for caregivers

Concerned Citizens

- ❑ Be a friend to an elderly person. Help provide transportation, home repairs and your understanding
- ❑ Report suspected cases of elder abuse to your local Department of Social Services. Physicians, nurses, health care professionals, persons providing care for adults for pay, mental health professionals, social workers and law enforcement officers are mandated reporters of elder abuse. Anonymous reports are also accepted and investigated.

DISABILITY SERVICES

<i>Accessible Environment Inc.</i> 1911 George Washington Mem. Hwy.	757-596-4161	Renovate to make accessible, bathrooms, kitchens, lifts, ramps
<i>Charlton's Mobility Center</i> 1911 George Washington Mem. Hwy.	757-595-4405	Handicap van conversions, wheelchair-van rentals, home elevators, lifts, 3-wheel scooters, sales service, installation

Wright Choices Employment Services 2017 Cunningham Drive	757-825-8175	Contracted through Dept. of Rehabilitative Services to provide employment for persons with disabilities
Peninsula Disability Services Board	757-565-2967	Partnership of consumer, local government, and business members to increase access and develop consumer-oriented, consumer based services for persons with physical and sensory disabilities
Medical Equipment Distributors 2605 Virginia Beach Blvd. #110 Virginia Beach	757-498-8225	Walkers, Oxygen systems, power wheelchair, power chairs, mobile scooters.
Partners Plus Child Development Resources 1490 Government Road Williamsburg	757-220-1168	Helps families recruit caregivers and plan training specific to their children's special needs
Peninsula Center for Independent Living	757-827-0275 757-827-8800 --TDD Users Only	Advocacy counseling and other support services to persons with disabilities
The Van House 2002 Pembroke Ave.	757-851-8000	Wheelchair lifts, hand controls, van conversions, stair and porch lifts, electronic scooters
VA Division of Motor Vehicles 8109 Roanoke Ave., Hampton 12730 Patrick Henry Drive-NN 952 Capital Landing Rd.-Williamsburg	866-368-5463	Placards and plates for persons with temporary and permanent disabilities. Application and physician certification required

PRESCRIPTION RESOURCES

The Pfizer for Living Card (Must be a Pfizer drug. Pay \$15 per prescription.) www.pfizer.com	1-800-717-6005	For low income (below \$18,000 for one, \$24,000 joint) Medicare beneficiaries age 65 and over with no other prescription coverage.
The Medicine Program www.themedicineprogram.com	1-573-996-7300	Must not have coverage for prescription drugs, low income, \$5 processing fee per prescription, for all ages.
RxHope www.rxhope.com	We-based info only.	Updated information can be found on the RxHope.com website.

LOCAL COMMUNITY RESOURCES

AARP	757-851-1703	Information and referral services
American Red Cross	757-898-3090	Emergency assistance, CPR classes and volunteers
Ask -A-Nurse	757-595-6363	Through Riverside RMC

<i>CARES-Community Assistance and Resources</i>	757-875-0060	Volunteers provide yard work, shopping & errands, minor home repairs, transportation to medical appointments. No fee.
<i>Community Action CONTACT</i>	757-259-9332 Williamsburg 757-245-0041	Assist low income families Crisis intervention and daily communication in cases where disabled or elderly live alone
<i>ElderCare Resources HEADS UP</i>	757-253-0188 757-890-3600	Help to find resources. York County emergency response system for those with medical problems whose care could depend on the response team having prior information
<i>Healthy Edge</i>	757-259-6687	Through Williamsburg Community Hospital, wellness program for seniors. Fee.
<i>Lifeline</i>	757-259-6051 Williamsburg 757-594-2146 Newport News	Home medical emergency coverage for those with medical problems that live alone. Installation & monthly fee.
<i>LINK (Living Interfaith Network)</i>	757-595-1953	Non-profit volunteer group that offers financial Assistance, food pantry, winter homeless shelter, life skills, job training and more.
<i>Living Well</i>	757-259-8386	Free membership program for Seniors. Offers health education, screenings, discounts and social opportunities.
<i>Meals on Wheels</i>	757-873-0541 757-229-9250 757-898-4252	Newport News & Hampton Williamsburg York County
<i>Peninsula Agency on Aging</i>	757-873-0541	Offers case management, home delivered meals, daily lunch nutrition sites, transportation, resource and referral information, group dining, support groups, volunteer opportunities.
<i>Rescue Mission Salvation Army</i>	757-380-6909 757-229-6651 Williamsburg 757-827-6741 Hampton 757-875-1969 Newport News	Provides food, shelter, clothing to the homeless Assist low-income families with medicine, food, electric, & fuel.
<i>United Way</i>	757-873-9328 757-253-2264	Newport News & Hampton Williamsburg-Offers Helpline for information and referral.
<i>Virginia Cooperative Extension</i>	757-890-4940	Consumer education, special clothing for the disabled, kitchen aides for the disabled; nutrition, gardening, cooking & economic education
<i>York Co. Food Closet</i>	757-898-9057	Food in an emergency
<i>Golden Care</i>	757-594-3500	Membership program through RRMC for Seniors.

RECREATION & ACTIVITIES

<i>Newport News Senior Recreation</i>	757-591-4826	Mature adult program with various programs and activities.
<i>PAA</i>	757-873-0541	
<i>James City/Williamsburg Community Center</i> 5301 Longhill Rd.	757-220-4700	Gym with basketball and volleyball courts, two lane indoor track, swimming pool w/wheelchair accessibility, whirlpool, and fitness area. Various pass plans.
<i>York County Senior Center</i>	757-898-3807	Planned activities for seniors, 55 Alive a 2-day 8 hr. driving class that reduces insurance rates.
<i>York County Parks & Recreation</i>	757-890-3500	
<i>Williamsburg Parks & Recreation</i>	757-220-6170	
<i>Poquoson Parks & Recreation</i>	757-868-3540	
<i>Foster Grandparents Program</i>	757-727-1858	Volunteer program that provides seniors and children with interaction.
<i>Hampton Senior Citizens's Center</i>	727-1124	Planned programs and activities, dining program.
<i>Hilton Senior Center-NN</i>	757-247-2453	
<i>Historic Triangle Senior Center</i>	757-259-4182	
<i>YMCA</i>	757-245-0047 N.N. 757-722-9044-Hampton 757-865-9622	Aerobics & Aquatics

TRAVEL DISCOUNTS & TOURS

<i>Bay World Wide</i>	757-865-3600	
<i>CI Travel</i>	757-591-0447	Golden Adventure Senior Club
<i>Creative Travel & Cruise Inc.</i>	757-898-4006	
<i>Elder Hostels</i>	617-426-7788	Educational and cultural program for over 60 within a vacation. Live a week or more at one of 1500 host institutions in the U.S., Canada and 40 other countries. Live and eat on campus. Includes sports, recreations, social activities, and studies in liberal arts or science.
<i>Uniglobe</i>	757-873-2280	Senior Discounts & Travel Agency
<i>Renaissance Travel, LLC</i>	757-969-1010	Senior/Disable travel and tour coordination.

VOLUNTEER PROGRAMS

<i>American Red Cross</i>	757-898-3090	
<i>Catholic Charities of Hampton Roads</i>	757-875-0060 Newport News 757-253-2847 Williamsburg	Jacqueline O'Neill
<i>United Way</i>	757-873-9328 Ext. 30	
<i>York County Volunteer Association</i>	757-898-8688	June Yeates
<i>RSVP</i> (Retired Senior Volunteer Program)	757-595-9037	
<i>Foster Grand Parent Program</i>	757-727-1857	Opportunity to work with young school children. Low income may qualify for stipend.

EDUCATIONAL OPPORTUNITIES

Senior Citizens Higher Education Act

An individual 60 or older may be eligible for tuition-free credit or non-credit courses under the provisions of the Senior Citizens Act of 1974.

LOCAL COLLEGES & UNIVERSITIES

<i>Christopher Newport University</i>	757-594-7000
<i>Hampton University</i>	757-727-5000
<i>Norfolk State University</i>	757-683-8600
<i>Old Dominion University</i>	757-683-3000
<i>Thomas Nelson Community College</i>	757-825-2700
<i>College of William & Mary</i>	757-221-4000

CULTURAL & OTHER EDUCATIONAL OPPORTUNITIES

<i>Christopher Wren Association</i> College of William & Mary	757-221-1079	Part of a Life Long Learning adventure, courses, lectures, trips, and tours. Membership fee.
<i>Hampton Arts Council</i>	757-722-2787	Classes in dance, photography, the arts, and cultural exploration.
<i>Peninsula READS</i> (Adult Literacy Council)	757-838-5300	Tutoring in reading and writing
<i>LifeLong Learning Society</i> <i>Christopher Newport College</i>	757-594-7568	Lectures, courses, study groups, field trips and special programs for those of retirement age. Membership fee.
<i>Elderhostel Program</i> College of William & Mary	757-221-3649	Educational and cultural program for over age 60. Live a week or more at one of 1500 host institutions in the U.S., Canada and 40 other countries. Live and eat on campus. Includes meals, sports, recreation, social activities. Commuter programs available.

SENIOR EMPLOYMENT

<i>National Council on Aging</i>	800-424-9046
<i>Veteran's Affairs</i>	757-825-7893
<i>Social Security</i>	800-772-1213

LEGAL & FINANCIAL SERVICES

When choosing a lawyer, inquire if he is a member of NAELA (National Academy of Elder Law Attorneys). They are specialists in the handling of everything legal for the special rights and situations of senior citizens.

<i>Commonwealth Financial Engineering</i>	757-868-7130	Financial planning, estate, long term care insurance, college funding.
<i>Consumer Credit Counseling Service</i>	757-827-8344	
<i>Department for the Legal Rights of Disabled</i>	1-800-552-3962	
<i>ElderCare Resources</i>	757-253-0188	Provides quality services to professionals and persons facing eldercare concerns.
<i>Income Tax Information</i>	800-829-1040	Family Financial Management
<i>Income Tax Information</i>	800-829-1040 757-594-7482	Federal information Local information
<i>Jean & Luscomb The Tidewater Estate Planning & Elder Law Ctr.</i>	757-898-0898	Elder and disability law, trusts, wills, probate process & estate managing.
<i>Peninsula Legal Aid Service</i>	1-800-944-6624	Advance Medical Directives, estate planning, wills, and general advice
<i>Property Tax Help</i>	757-890-3382	Tax Relief for over age 65
<i>Skinner & Skinner Attorneys at Law</i>	757-220-8568	Specialize in the delivery of legal services that face older persons and their families.
<i>Virginia State Bar Association</i>	804-775-0576	Free Handbook of laws and programs that affect seniors
<i>York Cooperative Extension</i>	757-890-4940	Family Financial Management, Nutrition

PUBLIC SAFETY & EMERGENCY

<i>Emergency</i>	911	
<i>State Police</i>	800-582-8350	
NEWPORT NEWS		
<i>Fire</i>	757-926-8404	Non Emergency
<i>Sheriff Dispatch</i>	757-247-2500	Non Emergency
YORK COUNTY		
<i>Fire</i>	757-890-3603	Non Emergency
<i>Sheriff Dispatch</i>	757-890-3606	Non Emergency
HAMPTON		
<i>Fire</i>	757-727-6580	Non Emergency
<i>Sheriff Dispatch</i>	757-727-6111	Non Emergency
WILLIAMSBURG		
<i>Fire</i>	757-220-6220	Non-Emergency
<i>Sheriff Dispatch</i>	757-220-2331	Non-Emergency

WEBSITES

www.yorkcounty.gov	Access information on all York County government offices. Senior Center programs, Parks and Recreation and Special Programs.
www.seniornavigator.com	Database of Virginia health and aging information services. Includes more than 16,00 community based services throughout Virginia.
www.benefitscheckup.org	A free easy to use service that identifies federal and state assistance programs for older Americans.
www.aarp.com	American Association for Retired People
www.aging.state.va.us	Virginia Department for the Aging
www.medicare.gov	Government site for people with Medicare.

LOCAL, STATE, NATIONAL ORGANIZATIONS/AGENCIES

<i>AIDS Foundation</i>	757-591-0971	Information, education and support
<i>AIDS Hotline</i>	800-533-4148	
<i>Alzheimer's Association</i> <i>Williamsburg Chapter</i> <i>Southeastern Chapter (Norfolk)</i>	800-272-3900 757-221-7272 800-755-1129	Information, education and support
<i>American Cancer Society</i>	800-ACS-2345	Information & rehab services
<i>American Diabetes Association</i>	888-342-2383	Education & counseling
<i>American Heart Association</i>	757-873-8703	Education & awareness programs
<i>American Lung Association</i>	212-315-8700	Education & support groups
<i>Arthritis Foundation</i>	800-283-7800	Education and information
<i>Association of Retarded Citizens</i>	757-826-6461	Rehab, training & employment
<i>Better Business Bureau</i>	757-872-9140	Coordinates consumer information about companies, and arbitrates consumer complaints. Promotes truth in advertising.
<i>Bureau of Consumer Affairs</i>	800-952-5210	Investigates complaints of illegal, fraudulent, deceptive, or dangerous business practices.
<i>Bureau of Insurance</i>	800-552-7945	
<i>Cancer Information Service</i>	800-4CANCER	
<i>Complaints About the Quality of Medical Care</i>	800-545-3814	
<i>Complaints Against Healthcare Providers</i>	800-552-1560	
<i>Conservation of Hearing & Sight</i>	757-875-9294	Lions Club-Medical needs
<i>Consumer Product Safety Commission</i>	800-638-2772	
<i>Department for the Aging</i>	800-552-3402	
<i>Department of Rehabilitative Services</i>	800-552-5019	
<i>Department of Rights for Virginians With Disabilities</i>	800-552-3962	
<i>Department of Veterans Affairs</i>	800-827-1000	
<i>Emergency Medical Services (EMS)</i>	800-523-6019	
<i>Epilepsy Foundation of America</i>	800-332-1000	Counseling & information
<i>Food Stamps & Fuel Assistance</i>	800-552-3431	
<i>Headache Foundation</i>	800-843-2256	Information & referral
<i>Health & Information Center</i>	800-336-4797	Information & referral service
<i>Health Insurance Association of America</i>	800-635-1271	
<i>HIP (Incontinence)</i>	800-237-4666	Help for incontinent people
<i>Hospice-Link</i>	757-253-1220	In home care for terminally ill
<i>Leukemia Society of America</i>	757-838-9351	Education & information
<i>Long Term Care Ombudsman Program</i>	800-552-3402	
<i>Lupus Foundation</i>	800-558-0121	Education, counseling & groups

Medicare	800-888-1998	
Medicare Claims Information (Travelers Insurance Co.)	800-552-3423	
Multiple Sclerosis Society	800-344-4867	Support groups & education
Muscular Dystrophy Association	800-572-1717	Education
National AIDS Hotline	800-342-AIDS	
National Eldercare Locator	800-677-1116	
National Health Information Center	800-336-4797	
National Insurance Consumer Hotline	800-942-4242	
National Kidney Foundation	800-622-9010	Education and donor program
National Stroke Hotline	800-STROKES	
Office of the Attorney General	800-752-8445	
Office of Managed Care Ombudsman	877-310-6560	Medical insurance mediators when claim for care or specific drugs is denied.
Office of Vital Records (Birth & Death Certificates)	804-225-5000	All records of births and deaths in Virginia are maintained by the VA Dept. of Health. \$8 per copy
Peninsula Association for Sickle Cell Anemia	757-838-8043	Testing, support and education
Social Security	800-772-1213	
United Way	757-873-9328 Ext. 30	Information source for agencies
Virginia Department for the Deaf & Hard of Hearing	800-552-5917	
Virginia Department for the Visually Handicapped	800-622-2155	Rehabilitation and training services
Virginia Lawyer Referral Service	800-552-7977	

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